

## **San Marcos Police Department Victim Assistance Program**

### **Volunteer Task Description**

#### **Crisis Response Team Volunteer**

**Summary:** Provides on site crisis support to victims of major violent crimes within the city of San Marcos, when requested by the proper channels, including survivors of homicide and DWI/Hit & Run Fatalities, victims of assault, family violence, child abuse, elder abuse, sexual assault, kidnapping, and other crimes. Provides appropriate referrals to the community resources, information about legal options, information about the criminal justice process, notification of victim's rights, Crime Victim's Compensation, court accompaniment. Assists with transporting victims and their children to shelter or other safe locations. Provides follow up with victims who receive services at the scene to ensure continuity of services with the agencies the victims were referred to.

**Qualifications:** Must be 18 years or older, and complete a background/criminal history/drug test check and interview process. Must complete mandatory 38 hours Victim Services Volunteer training. Knowledge of family violence, criminal justice system, and community resources a plus. Bilingual English-Spanish a plus.

**Skills:** Must possess ability to work with diverse groups. Must possess good people skills. Task requirements may include climbing stairs, working outdoors part of the time.

#### **Responsibilities:**

1. Works 6 hours shifts and in pairs with another volunteer, providing on site crisis support to victims of violent crimes and be available for call out during night time hours.
2. Identifies and prioritizes victims' needs and assists victims with appropriate immediate action plan, including assisting with transportation to safe locations.
3. Provides follow up services to victims who receive Crisis Response Team services. Follow up services may include assisting with transportation to safe location.
4. Provides information about crime victim's rights and the availability of Crime Victims' Compensation and assist victims with exercising those rights and obtaining benefits if eligible.
5. Consults with Victim Services Unit Coordinator regarding specific case management issues and coordinates provision of services through the Victim Services Office.

**Hours:** minimum of one shift per month, flexible, evenings.